



# *Annual Report*

TO THE UNITED STATES DEPARTMENT OF LABOR

*Program Year 2003*

JULY 1, 2003 - JUNE 30, 2004

**WORK FORCE**  
West Virginia  
USA

**Governor's Workforce Investment Division**



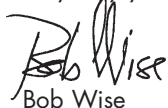
## *Message from the Governor*

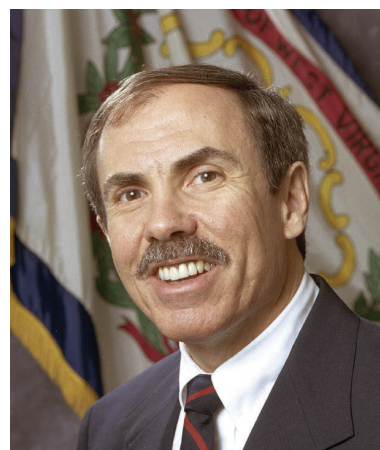
The Governor's Workforce Investment Division developed creative solutions for growing a workforce development system during Program Year 2003.

The division, under the guidance of the West Virginia Workforce Investment Council, worked with government agencies, service providers, state and local boards, elected officials and others to coordinate workforce development resources. Research was gathered and strategies were developed to ensure that workforce development activities matched West Virginia's economic development initiatives and goals.

Employees, job seekers and employers now have access to customer-focused workforce development programs and services in West Virginia. I commend the Governor's Workforce Investment Division, the Workforce Investment Council and those who worked together to make quality employment and training opportunities available to all West Virginians.

Very truly yours,

  
Bob Wise



## *Greetings from the Council Chair*

The West Virginia Workforce Investment Council proudly serves as the state-level workforce investment board as required under the federal Workforce Investment Act; however, the council does not view its role as merely providing compliance with this requirement. Instead, the council leads in shaping a comprehensive workforce development system for West Virginia. During Program Year 2003, the council continued to grow in its efforts to provide not only oversight but also strategic direction in the development of the WORKFORCE West Virginia system.

The accompanying report shows that great strides were made during the program year. Of course, there is always more to be done as we seek ongoing improvement of this complex system. The council looks forward to working with state agencies, local boards, and various state and local elected officials toward the future growth and success of the WORKFORCE West Virginia system in Program Year 2004.

As chair of the council, I would like to thank all who work hard every day to provide West Virginia businesses and citizens with access to workforce-related services. In particular, I would like to thank my fellow council members for the time and energy they devote to carrying out the missions of this body. I also would like to thank the Governor's Workforce Investment Division staff who provide support to this council.

Sincerely,



H. Stan Cavendish





### *A Word from the Director*

The Governor's Workforce Investment Division plays a pivotal role in the delivery of workforce development services to our fellow West Virginians. Due to our close work over the past year with all who touch the WORKFORCE West Virginia system and impact its services, the Governor's Workforce Investment Division expects increasing positive results in the coming years.

Program Year 2003 saw its share of successes.

- The role of the Interagency Collaborative Team (ICT) grew significantly. ICT partner agencies, which include state agencies that offer workforce-related programs and services, signed a common state-level Memorandum of Understanding.
- Local workforce investment boards collaborated on issues ranging from improving access to services to more effectively and efficiently delivering services to customers by blending state and local workforce investment dollars.
- The Governor's Workforce Investment Division offered input to and received guidance from the West Virginia Legislature. The WORKFORCE West Virginia system benefited from the expertise that these elected leaders provide.
- The Governor's Workforce Investment Division provided staff support to the West Virginia Workforce Investment Council as that body fulfills its duties in shaping the WORKFORCE West Virginia system.

I want to thank the professionals whose hard work and dedication helped strengthen our workforce development system during Program Year 2003. Your hard work and dedication positively impact the lives of many West Virginians.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave".

David Lieving



## *WORKFORCE West Virginia - Partnering for Success*

As the world, national, and state economies evolved throughout the past program year (July 1, 2003 - June 30, 2004), West Virginia faced a constant demand for workforce development services to help businesses and workers adapt to changing workplace needs. West Virginia provides these services through the WORKFORCE West Virginia system, the brand name given to the comprehensive statewide system for the delivery of workforce development activities.

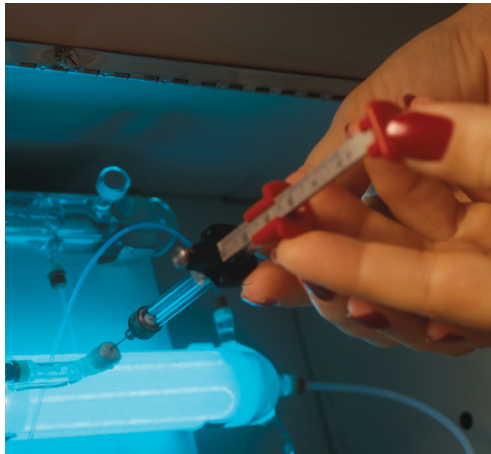
At a time when resources continued to decrease, the individuals and entities comprising the WORKFORCE West Virginia system worked to provide needed services in the most effective, efficient manner. As seen throughout this report, building partnerships is essential to enabling organizations within the system to address these needs while at the same time increasing the system's efficiency and making the most of dwindling resources.

The Governor's Workforce Investment Division, the lead state agency for workforce development matters, plays a central role in the growth of the WORKFORCE West Virginia system; however, numerous participants must collaborate to make the system function at its highest level of efficiency. Elected officials, state and local workforce boards, government agencies, service providers, and others work together to maintain a truly integrated, comprehensive system for workforce development services delivery. As a result, one of the most demanding challenges, and greatest opportunities, faced by the Governor's Workforce Investment Division and others is forging the necessary collaborative partnerships. A review of past program year activities shows that, while there is always work to be done, great strides were made as a result of partnering for success.

## *WORKFORCE West Virginia - The State's Workforce Investment System*

The driving force behind the state's delivery of workforce investment services is the federal Workforce Investment Act of 1998. This groundbreaking legislation stresses locally driven, streamlined service delivery through one-stop service locations that provide a broad array of workforce development services. The act also emphasizes the role of business-led state and local workforce boards that shape service delivery. As a result, a locally driven system blends federal, state, and local resources to best respond to the varying needs of employers and individuals throughout the state.





### *The Changing West Virginia Economy*

Meeting the workforce development needs of citizens is a unique undertaking in West Virginia, a state possessing challenging geographic terrain and varying regional economies. The state has many assets that enhance its

ability to improve its economic situation. Perhaps foremost among these positive features is a workforce long recognized as dedicated and hard working.

Historically, West Virginia's economy was built around its natural resources. As a result, manufacturing and extractive industries were at the forefront of the state's employment opportunities. Steel and chemical production, mining, and timbering were among the primary industries of the state. Today, these segments remain vital to the success of the West Virginia economy; however, many citizens now find their opportunities lie in different areas of the workforce. The evolution of the world economy, with its resulting impact on employment in the state, may lead more West Virginians to explore occupations in areas such as biometrics, technology, health care, hospitality/tourism, and retail services.

The shift in employment opportunities produces new demands on the WORKFORCE West Virginia system. In many cases, workers need new skill sets to compete for jobs in emerging sectors of the economy. Unfortunately, as more traditional employment opportunities subside, demand for these services rises and workforce development resources dwindle. West Virginia suffered many worker dislocations during the program year increasing demand for services while funding available under federal initiatives such as the Workforce Investment Act declined. As a result, the WORKFORCE West Virginia system must marshal all available resources and apply these resources in the most efficient and effective manner possible. This effort was much in evidence during the past program year at the state and the local level, and efforts will continue.

### *WORKFORCE West Virginia - The State Level*

The state's workforce investment services delivery system encompasses players in a variety of roles. Many of these key performers may be found at the state level. The governor, with the advice and assistance of the West Virginia Workforce Investment Council, work with the Legislature and various state administrative agencies to shape a comprehensive workforce development system that remains flexible enough to respond to the varying needs throughout the state. The collaborative work of several of these entities is described throughout this report.

### *WORKFORCE West Virginia - The Local Workforce Investment Boards*

The emphasis on local control as imparted by the Workforce Investment Act is particularly advantageous to a state with West Virginia's geographic and economic diversity. West Virginia's diversity is reflected in the configuration of its seven local workforce investment regions. The local regions, through their respective local boards appointed by local elected officials, have a great deal of influence in the delivery of workforce investment services in their areas.

**REGION ONE:** Eleven counties form the area administered by the Region One Workforce Investment Board. These counties, in the southeastern portion of the state, have a combined population of approximately 340,500 people. Comprised of primarily rural regions in mountainous terrain, these counties face issues of transportation and access to services. The regional economy features a variety of employment sectors, from farming to government service. While coal mining remains an important industry, new opportunities exist in areas such as construction and service-related employment.

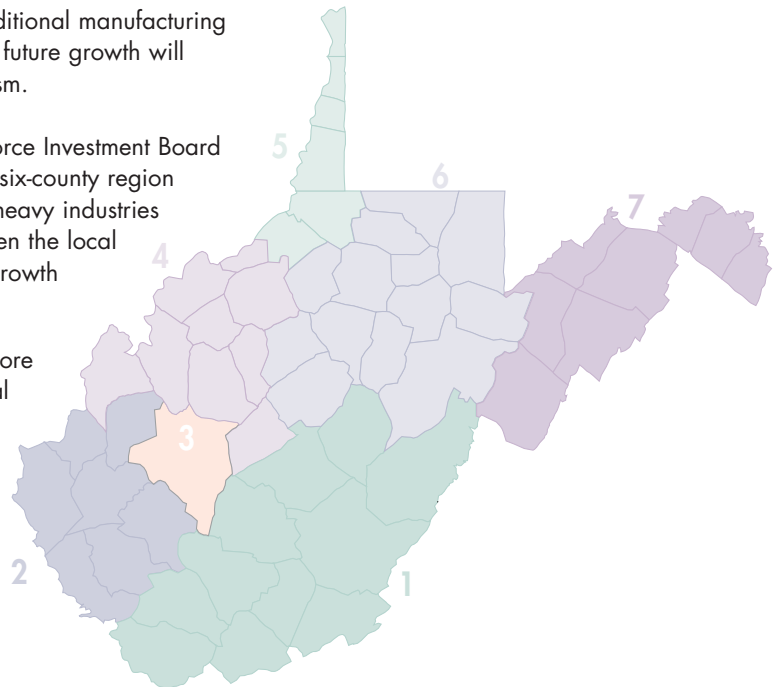
**REGION TWO:** Approximately 300,000 West Virginians reside in this seven-county area governed by what is formally referred to as the Southwestern West Virginia Workforce Investment Board. While much of this region encompasses mountainous, rural areas historically linked to mining and other traditional West Virginia industries, this region also features larger cities such as Huntington in Cabell County. Currently, the service sector of the economy leads in generating new employment opportunities.

**REGION THREE:** The Workforce Investment Board of Kanawha County serves the citizens of what is the state's only local workforce area comprised of a single county. Home to Charleston, the state's capital city, Kanawha County has a population of approximately 200,000 citizens. Government and business services combine with more traditional employment sectors such as chemical production and mining to form the basis of the local economy. However, it is anticipated that future growth in the job market will be in service-related areas.

**REGION FOUR:** More than 190,000 West Virginians reside in this nine-county region that stretches from the Ohio River to the central interior of the state. The Workforce Investment Board Mid-Ohio Valley oversees workforce initiatives in this area. While there are a number of larger employers in the region engaged in traditional manufacturing and production enterprises, it is estimated that future growth will occur in small business, health care, and tourism.

**REGION FIVE:** The Northern Panhandle Workforce Investment Board oversees workforce development needs in this six-county region of more than 168,000 residents. Historically, heavy industries such as mining and steel production have driven the local economy; however, it is estimated that future growth will be in the service sectors of the economy.

**REGION SIX:** This large, 13-county region of more than 370,000 residents covers the north-central region of the state. A combination of some larger cities and vast areas of a mountainous, rural nature creates a diverse economy in this region administered by the Region Six Workforce Investment Board. As employment shifts from more traditional employment opportunities, future growth appears most likely in sectors such as technology, research, and service-related fields.



**REGION SEVEN:** Eight counties are found in this area of more than 218,000 residents. The majority of the population in the region is located in the three easternmost counties that border the Washington, D.C., metropolitan area. The interior counties of the region are more sparsely populated. Employment opportunities ranging from government service to food processing exist in the Region Seven Workforce Investment Board area.

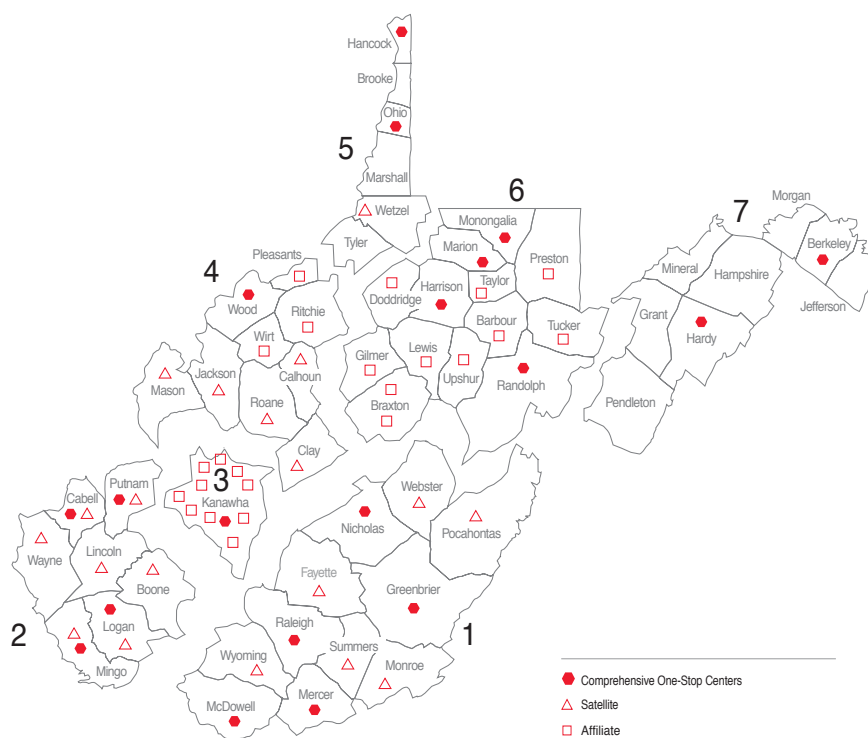
### *WORKFORCE West Virginia - The One-Stop Service Delivery System*

The primary vehicle for workforce investment services delivery in West Virginia is the state's system of one-stop service centers. These centers offer a vast array of services across the state, either through the physical presence of partner agencies or access to technology providing electronic linkages to services. These centers, while reflecting the needs of customers in their respective local regions, are all branded under the WORKFORCE West Virginia Career Center name. Thus, a common identity is created for a comprehensive, statewide workforce system that provides services and information to all citizens.

The Workforce Investment Act requires that all local workforce investment areas have at least one comprehensive one-stop center. All seven local areas in West Virginia went beyond this minimal requirement to provide the most convenient access to services possible. In addition to comprehensive centers, of which many

local areas boast more than one, numerous affiliate and satellite centers have been established that provide access to workforce services on a more limited basis.

Further information on the WORKFORCE West Virginia Career Centers can be found in the annual State of the One-Stops report produced by the West Virginia Workforce Investment Council. This comprehensive report provides a yearly snapshot of current developments in the one-stop system in West Virginia. It includes information ranging from locations of centers and the mix of available services to the financial contributions of partner agencies. The report is available at [www.wvwc.org](http://www.wvwc.org).







### *Partnering for Success - Milestones and Achievements of the Program Year*

Sustaining a comprehensive WORKFORCE West Virginia system requires the hard work and dedication of representatives from a number of organizations, ranging from state officials to front-line staff in the WORKFORCE West Virginia Career Centers. Many successes are a direct result of the collaborative spirit that is evident within the system.

### *The Work of the Interagency Collaborative Team (ICT)*

Eight West Virginia state agencies house programs or provide services that touch the WORKFORCE West Virginia system: Bureau of Employment Programs, Bureau of Senior Services, Council for Community College Education, Department of Education, Department of Education and the Arts, Department of Health and Human Resources, Department of Military Affairs and Public Safety and the Development Office. Agency representatives formed the ICT as a forum to address issues cutting across agency boundaries and facilitate common approaches to the improvement of the WORKFORCE West Virginia system. Meeting at least monthly, and making use of workgroups between meetings, the ICT addresses wide-ranging issues concerning the improvement of workforce investment services delivery. In fact, to reinforce the importance of this body, the West Virginia Legislature codified the ICT into state law. The ICT had several significant achievements during the past program year.

- ICT partner agencies signed a common state-level Memorandum of Understanding.
- The ICT conducted a number of case management focus groups across the state for personnel from entities within the WORKFORCE West Virginia system. The groups gathered information on the strengths, weaknesses, and opportunities for improvement in case management within the system. As a result, staff will develop training and other mechanisms to improve the case management process and provide a more seamless customer flow within the system.
- ICT agencies implemented a strategic planning process that will lead to a common planning compact for involved state agencies.
- A comprehensive review of the assessment process resulted in the creation of a guide for workforce development case managers, customers, and other individuals. This guide provides information on the assessment process, types of available assessments, and most frequently used assessment tools within the WORKFORCE West Virginia system.
- The ICT evaluated the WORKFORCE West Virginia management information system. Partner agencies explored ways to use this powerful, comprehensive Internet-based system as a vehicle to increase service delivery quality and efficiency. In fact, the system has been implemented for use in the Workforce Investment Act and Wagner-Peyser (employment service) programs, making West

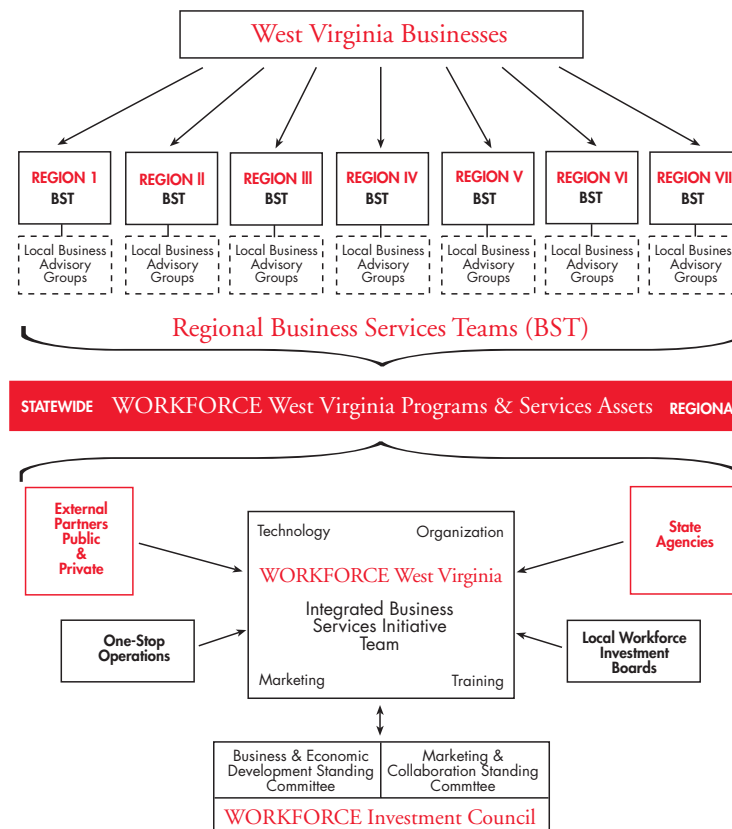
Virginia the first state where both programs use a single comprehensive management information system. The WORKFORCE West Virginia management information system website often receives in excess of 1 million hits per day as job seekers, employers, and staff use the resources offered by this powerful tool.

In addition to the ICT's collaborative successes, various partners joined in other ways to facilitate continuous improvement of the WORKFORCE West Virginia system. These efforts will lead to improved service delivery for the system's customers for years to come.

### *The Business Services Initiative (BSI)*

A primary focus area for the Governor's Workforce Investment Division and other key players in the WORKFORCE West Virginia system is improvement of workforce development services provided to businesses at the state and local levels. The BSI encourages and improves collaboration among the public agencies that provide services to employers, which reduces duplication of services, increases resource sharing, and enhances business services. An oversight team, selected from a diverse cross-section of the WORKFORCE West Virginia system, oversees the work that results from the BSI.

### WORKFORCE West Virginia Integrated Business Services Structural Model



## *Initiatives Regarding Services to Specific Populations*

In addition to enhancing services to business customers within the WORKFORCE West Virginia system, the Governor's Workforce Investment Division joined with other partners in several initiatives and work teams to enhance services to individuals within specific segments of the population.

- **Serious and Violent Offenders Re-entry Initiative:** With funding from the U.S. Department of Justice, a number of West Virginia agencies and organizations joined to improve the process for transitioning serious and violent offenders into the community following completion of their prison sentences. Housing agencies, community groups, educational entities, and social services agencies are just some of those associated with this comprehensive project.
- **Homeless Initiative:** Building on a national initiative launched by the U.S. Department of Health and Human Services, West Virginia formed a coalition comprised of various state and community organizations to aggressively pursue plans to end chronic homelessness within the next 10 years. As employment plays a major role in addressing this issue, the Governor's Workforce Investment Division welcomed its role as a member of this coalition.
- **Workgroup on Dislocated Worker and Trade Adjustment Assistance (TAA) Services:** West Virginia faced significant numbers of layoffs, plant closings, and displaced workers during the previous program year. Unfortunately, the need for services among dislocated workers will remain strong in coming years. The Governor's Workforce Investment Division, in conjunction with the Bureau of Employment Programs and the local workforce investment boards, initiated efforts to provide impacted individuals with access to available workforce development resources. The resulting Memorandum of Understanding between the Governor's Workforce Investment Division and the Bureau of Employment Programs regarding the framework for coordinating dislocated worker and TAA programs is a positive step toward the goal of maximizing the resources available to these individuals.

## *Working with Other State-wide Initiatives*

The Governor's Workforce Investment Division also participated in a number of initiatives that will serve all West Virginians.

- **Self Sufficiency Workgroup:** Formed in response to state legislation, this workgroup will produce a comprehensive report every two years. Economic research will show, by county, the costs of meeting basic expenses and the wages needed for families of differing sizes to be self-sufficient. This information can be used as a policy tool to target job training and education resources.





- West Virginia Transportation Alliance: This group addresses transportation challenges and identifies resources to promote independence and opportunity for West Virginians. In a state that is predominantly rural and possessed of

rugged terrain, transportation challenges are often an issue for those seeking access to workforce development services. The work of this group may reduce those obstacles for many.

- West Virginia Commission on the Baby Boom Generation: This panel examines the effects that the aging Baby Boom generation, which comprises a significant portion of the state's population, will have on services throughout the state. Many members of this generation are beginning to retire. The commission also will examine the impact of the tremendous numbers of worker dislocations suffered in the state in recent years, dislocations that have resulted in lost employment for members of the Baby Boom generation.
- West Virginia Community-Campus Health Career Partnership: A lack of healthcare workers is a growing concern in many portions of the state. In an effort to tackle this issue, a coalition of state agencies, representatives from the healthcare industry, community colleges, and other groups has been formed to examine and improve the mechanisms that ensure a flow of properly trained workers into the healthcare field.
- The Governor's Council on Literacy: The Governor's Workforce Investment Division serves on this council, which has had an apparent impact on the delivery of workforce and educational services throughout the state.
- The Governor's Workforce Investment Division increased the use of labor market information to broaden customers' abilities (as well as WORKFORCE West Virginia professionals working with them) to make informed choices about workforce development goals, service needs, and employment options. For example, grant monies obtained from the Benedum Foundation allowed the division to acquire Community College Strategic Planner software that will be incorporated into the WORKFORCE West Virginia management information system. This software is a powerful informational tool, allowing users to identify job growth and turnover by occupation in West Virginia and surrounding counties. The software includes a ripple effect analysis tool that predicts total job creation in service and support sectors when a certain number of jobs are created in a certain industry.





### *The Vision Shared Initiative*

"West Virginia: A Vision Shared" is a plan adopted as the roadmap for economic success for the state. It serves as a blueprint for state leaders in developing a stronger economy. A cross section of West Virginians has provided their ideas and efforts to assemble this plan and work toward its implementation. The Governor's Workforce Investment Division, like many agencies in the state, provides support and expertise where needed to accomplish the ambitious goals of this long-term plan.

The Governor's Workforce Investment Division has been involved particularly in the credentialing committee of the Vision Shared initiative. This committee thoroughly reviewed and studied issues surrounding credentialing and its impact on worker training. Its recommendations included conducting an inventory of the credentials essential to success in the modern workplace; examining credentials already available through West Virginia training providers; and overseeing credentialing efforts to ensure that the most needed credentials are accessible through the state's system of colleges, universities, and private training providers.

### *Partnering For Success - Working With the Local Workforce Investment Boards*

The Governor's Workforce Investment Division works very closely with the seven local workforce investment boards in the state. There are a number of ongoing projects relating to local board issues such as overseeing and monitoring programs, rendering technical assistance where necessary, and providing assistance with the WORKFORCE West Virginia management information system. In addition, the Governor's Workforce Investment Division and the local boards address any matters related to the continuous improvement of the WORKFORCE West Virginia system. Certain functions and projects merit mention.

- Monthly meetings between local board directors and the Governor's Workforce Investment Division staff provided a regularly scheduled forum for information and idea exchange, as well as an opportunity to work collectively on issues impacting workforce development at state and local levels.
- Local workforce boards joined with economic development officials from local and state levels for focused work on target industries. Working together, this group exchanged information regarding demand occupations by region and more accurately matched industries targeted for development at the state level to industries targeted by individual regions.
- The Governor's Workforce Investment Division and local boards worked together to address physical and program access to WORKFORCE West Virginia services. Issues ranged from making WORKFORCE West Virginia centers physically accessible for disabled citizens to improving





technology for those using computer-based information and services. Many matters were resolved by working closely with groups such as the Building Inclusive One-Stop Systems (BIOSS) team, a grant-funded organization that addresses access issues within the WORKFORCE West Virginia system.

- The Governor's Workforce Investment Division entered into Memorandums of Understanding with participating local boards that permitted, where possible, the blending and leveraging of funds from sources such as the federal Workforce Investment Act, the state-funded Governor's Guaranteed Workforce Program, the Small Business Development Workforce Program, and competitive improvement grant monies from the Appalachian Regional Commission.
- The Governor's Workforce Investment Division worked with local workforce investment boards to create, promote, and execute a series of events designed to inform veterans of services available in the WORKFORCE West Virginia system. Fifteen WORKFORCE West Virginia centers around the state hosted functions around the Veterans Day holiday that showcased services and honored a number of veterans who had achieved success in the workplace.
- Representatives from the Governor's Workforce Investment Division, local boards, and service providers convened to discuss service provider concerns and created a roadmap toward addressing issues.

### *Partnering for Success - Working With the West Virginia Workforce Investment Council*

During the previous program year, the West Virginia Workforce Investment Council continued to increase its role in shaping the WORKFORCE West Virginia system. This volunteer group consists of legislators, state agency officials, labor representatives, private business leaders, and other individuals. The majority of board members are private-sector employers. The board assists the governor in many aspects of workforce development, work that includes but is not limited to issues arising under the Workforce Investment Act. It receives staff support from the Governor's Workforce Investment Division.

The council met at least quarterly throughout the program year, with committees often meeting to perform assigned tasks in the periods between full meetings. In addition to activities such as addressing policy matters and setting broad guidance for the workforce system, the board developed long-term plans that will set the course for the future of workforce development in West Virginia. For more information on the council's work, visit the newly created council website at [www.wvwic.org](http://www.wvwic.org). This site features information ranging from laws, regulations, and policy issuances to meeting minutes and upcoming council events.

### *Partnering for Success - Working with the West Virginia Legislature*

The West Virginia Legislature worked closely with the WORKFORCE West Virginia system during the previous program year. In addition to codifying the Interagency Collaborative Team, the Legislature made workforce activities a focus through a legislative oversight commission comprised of members of the Senate and House of Delegates. The Governor's Workforce Investment Division, local boards, and others provide frequent updates to this body, often during monthly committee meetings. These meetings allow oversight commission members to provide expertise and facilitate cooperation among state agencies.

During the past year, the oversight commission received the previously described annual State of the One-Stops report. In addition, the Legislature received a mandated report on workforce development funding in the state. Each year, the Governor's Workforce Investment Division works with other agencies to compile a funding stream report that provides an overview of all funds (as well as the source of such monies) available and expended in the state for workforce investment during a given year. In addition, this comprehensive report examines the outcomes associated with all expenditures.

### *Partnering for Success - The WORKFORCE West Virginia Annual Technical Assistance Conference*

Early in Program Year 2003, the Governor's Workforce Investment Division instituted the first of what it hoped would be a series of ongoing annual technical assistance conferences designed to bring together those in the WORKFORCE West Virginia system for education, training, and a renewed focus on workforce development issues. This initial effort was in many ways a springboard to the milestones and achievements found throughout this report. Thus, efforts began almost immediately to plan the next conference as an even more useful tool for workforce development professionals.

While not occurring during Program Year 2003, the second annual WORKFORCE West Virginia conference (held in July 2004) was in many ways the capstone of the program year. With the support of private industry, the U.S. Department of Labor, and numerous partner agencies in the state, the conference grew into an event spanning four days. Approximately 88 sessions provided information across the full spectrum of workforce development issues. The more than 360 individuals who attended the conference will use the things learned at this event to grow and develop the WORKFORCE West Virginia system during Program Year 2004.

### *Conclusion*

The WORKFORCE West Virginia system continues to grow and evolve. As this report shows, a host of individuals and entities must work together to fulfill the potential of this system. The Governor's Workforce Investment Division looks forward to working with legislative leaders, state and local elected officials, the West Virginia Workforce Investment Council, local boards, and others in an effort to continue the process of partnering for success.





# WORK FORCE

West Virginia  
USA

West Virginia Development Office  
Governor's Workforce Investment Division  
Building 6 Room 617  
1900 Kanawha Blvd., E.  
Charleston, WV 25305-0311  
(304) 558-7024  
Toll-free: (877) 967-5498  
Fax: (304) 558-7029



## WIA Annual Report Data

State Name: WV

Program Year: 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	69	74.38	1,408	3,200	3,200	44
Employers	67	70.3	282	1,086	1,086	26

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	67.5	78.8	1,098
			1,393
Employment Retention Rate	82	82.3	1,851
			2,250
Earnings Change in Six Month	2,700	2,692	5,448,795
			2,024
Employment and Credential Rate	66	69.7	900
			1,292

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	65.6	107	80.4	74	69.3	52	86	43
		163		92		75		50
Employment Retention Rate	77.7	223	84.7	116	87.1	61	68.3	28
		287		137		70		41
Earnings Change in Six Months	2,917	735,207	2,598	314,381	2,317	136,727	-997	-33,897
		252		121		59		34
Employment and Credential Rate	61.2	79	79.5	58	61.7	37	60.9	14
		129		73		60		23

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	86.5	746	66.3	352
		862		531
Employment Retention Rate	88.7	1,266	71.2	585
		1,428		822
Earnings Change in Six Months	3,301	4,122,678	1,711	1,326,117
		1,249		775

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	88	1,511
			1,718
Employment Retention Rate	88	91.4	1,329
			1,454
Earnings Replacement in Six Months	98	113.2	13,611,795
			12,019,323
Employment and Credential Rate	64	74.5	905
			1,214

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	89.9	169	90.3	56	73.9	82	75.4	46
		188		62		111		61
Employment Retention Rate	89	146	85.7	30	86.4	70	77.8	21
		164		35		81		27
Earnings Replacement Rate	107.1	1,759,561	158.1	293,354	81.3	732,594	769.7	119,301
		1,643,536		185,559		901,009		15,499
Employment And Credential Rate	77.6	104	80	36	64.7	44	70.3	26
		134		45		68		37

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	90.5	1,099	81.7	412
		1,214		504
Employment Retention Rate	91.8	1,079	89.9	250
		1,176		278
Earnings Replacement Rate	113.2	10,686,950	113.4	2,924,845
		9,439,114		2,580,209

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	60	78.1	114
			146
Employment Retention Rate	78	82.6	109
			132
Earnings Change in Six Months	2,200	2,226	224,821
			101
Credential Rate	54	54.5	96
			176

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	83.3	10	100	1	63.2	12	82.9	92
		12		1		19		111
Employment Retention Rate	80	12	100	1	84.2	16	82.4	89
		15		1		19		108
Earnings Change in Six Months	2,270	27,241	4,943	4,943	2,564	35,892	2,355	195,445
		12		1		14		83
Credential Rate	53.3	8	100	1	50	10	58.8	80
		15		1		20		136

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75	94.7	3,238
			3,421
Diploma or Equivalent Attainment Rate	53	67.9	450
			663
Retention Rate	52	58.5	189
			323



**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	96.7	351	95	479	92.4	812
		363		504		879
Diploma or Equivalent Attainment Rate	63.2	36	65.7	71	64.6	155
		57		108		240
Retention Rate	50	15	52.9	18	56.3	103
		30		34		183

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	73.7	2,010	2,789	6,779,299	0.5	5	3,446	2,998,114	51.2	379
		2,727		2,431		947		870		740
Dislocated Workers	85	1,158	124.4	12,962,008	0.7	10	5,117	6,462,449	54.8	529
		1,362		10,418,777		1,361		1,263		966
Older Youth	70	77	2,908	232,635	0	0	2,085	179,280		
		110		80		114		86		

**Table M: Participation Levels**

	Total Participants Served	Total Exiters
Adults	4,616	1,974
Dislocated Workers	4,983	2,331
Older Youth	685	182
Younger Youth	4,308	1,153

**Table N: Cost of Program Activities**

Program Activity			Total Federal Spending
Local Adults			\$9,433,931.00
Local Dislocated Workers			\$10,879,625.00
Local Youth			\$6,437,816.00
Rapid Response (up to 25%) 134 (a) (2) (A)			\$3,547,414.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)			\$2,853,617.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	Hope	\$115,016.00
		So. Comm. Coll.	\$650,000.00
		Anthony Center	\$140,000.00
		High Tech Consortium	\$85,649.00
Total of All Federal Spending Listed Above			\$34,143,068.00

# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: WORK4WV Region I Workforce Investment Board, Inc.	Total Participants Served	Adults	1,008
		Dislocated Workers	885
		Older Youth	94
		Younger Youth	595
	Total Exiters	Adults	519
		Dislocated Workers	372
		Older Youth	37
		Younger Youth	269

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	74.7
	Employers	79	70.3
Entered Employment Rate	Adults	67.5	90.2
	Dislocated Workers	76	95.3
	Older Youth	60	90.6
Retention Rate	Adults	82	88.2
	Dislocated Workers	88	89.6
	Older Youth	78	90
	Younger Youth	52	84.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,946	3,271.03
	Dislocated Workers	98	119.6
	Older Youth (\$)	2,200	4,022.17
Credential / Diploma Rate	Adults	66	70.9
	Dislocated Workers	67	78.5
	Older Youth	54	76.3
	Younger Youth	53	85.6
Skill Attainment Rate	Younger Youth	75	98.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	1
			Exceeded
			16

# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southern West Virginia Workforce Investment Board - Region II	Total Participants Served	Adults	853
		Dislocated Workers	751
		Older Youth	153
		Younger Youth	1,064
	Total Exiters	Adults	285
		Dislocated Workers	226
		Older Youth	21
		Younger Youth	159

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	76.1
	Employers	68	71.8
Entered Employment Rate	Adults	67.5	86
	Dislocated Workers	75	93.8
	Older Youth	60	71.4
Retention Rate	Adults	82	85.8
	Dislocated Workers	88	91.7
	Older Youth	78	81.3
	Younger Youth	57	63
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,700	3,174.97
	Dislocated Workers	98	122
	Older Youth (\$)	2,500	2,267.3
Credential / Diploma Rate	Adults	66	61.7
	Dislocated Workers	64	68.8
	Older Youth	55	46.7
	Younger Youth	57	83.5
Skill Attainment Rate	Younger Youth	78	93
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	3
			Exceeded
			14

# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Kanawha County, Inc.	Total Participants Served	Adults	243
		Dislocated Workers	530
		Older Youth	27
		Younger Youth	343
	Total Exiters	Adults	98
		Dislocated Workers	221
		Older Youth	12
		Younger Youth	175

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	72.3
	Employers	69	59.3
Entered Employment Rate	Adults	68	84.2
	Dislocated Workers	75	87.6
	Older Youth	61	66.7
Retention Rate	Adults	82	89.3
	Dislocated Workers	88	93.9
	Older Youth	78	80
	Younger Youth	60	41.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,837	2,676.5
	Dislocated Workers	98	94.5
	Older Youth (\$)	2,336	3,110.86
Credential / Diploma Rate	Adults	67	76.2
	Dislocated Workers	67	73
	Older Youth	55	16.7
	Younger Youth	65	53.1
Skill Attainment Rate	Younger Youth	75	98.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		2	4
			Exceeded
			11



# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Region 4 Workforce Investment Board	Total Participants Served	Adults	634
		Dislocated Workers	741
		Older Youth	72
		Younger Youth	523
	Total Exiters	Adults	229
		Dislocated Workers	244
		Older Youth	36
		Younger Youth	185

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	67.8
	Employers	69	78.3
Entered Employment Rate	Adults	67.5	80.1
	Dislocated Workers	75	83.8
	Older Youth	61	58.1
Retention Rate	Adults	82	88.2
	Dislocated Workers	88	94.3
	Older Youth	79	75
	Younger Youth	57	51.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,887	3,831.08
	Dislocated Workers	98	98
	Older Youth (\$)	2,311	2,247.58
Credential / Diploma Rate	Adults	66	87.5
	Dislocated Workers	65	76.2
	Older Youth	58	52.9
	Younger Youth	58	80
Skill Attainment Rate	Younger Youth	75	92.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	7
			Exceeded
			10

# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northern Panhandle WIB Region 5	Total Participants Served	Adults	364
		Dislocated Workers	690
		Older Youth	75
		Younger Youth	368
	Total Exiters	Adults	215
		Dislocated Workers	228
		Older Youth	27
		Younger Youth	73

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	82.4
	Employers	69	78
Entered Employment Rate	Adults	71	66.9
	Dislocated Workers	75	72.9
	Older Youth	70	76.9
Retention Rate	Adults	82	83.9
	Dislocated Workers	88	88.2
	Older Youth	78	66.7
	Younger Youth	57	15
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,717.42
	Dislocated Workers	98	129.2
	Older Youth (\$)	2,200	754.5
Credential / Diploma Rate	Adults	70	62.5
	Dislocated Workers	64	65
	Older Youth	68	60
	Younger Youth	58	37.5
Skill Attainment Rate	Younger Youth	80	91.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		3	5
			Exceeded
			9

# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Region VI Workforce Investment Board	Total Participants Served	Adults	646
		Dislocated Workers	1,194
		Older Youth	93
		Younger Youth	635
	Total Exiters	Adults	269
		Dislocated Workers	885
		Older Youth	30
		Younger Youth	170

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	75.3
	Employers	69	68.7
Entered Employment Rate	Adults	67.5	80.6
	Dislocated Workers	78	90.7
	Older Youth	60	86.2
Retention Rate	Adults	82	90.7
	Dislocated Workers	88	91.4
	Older Youth	78	83.7
	Younger Youth	56	51.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,700	2,933.63
	Dislocated Workers	98	127.4
	Older Youth (\$)	2,200	979.03
Credential / Diploma Rate	Adults	79	72.9
	Dislocated Workers	79	79.7
	Older Youth	55	44.1
	Younger Youth	58	67.2
Skill Attainment Rate	Younger Youth	75	94.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	4
			Exceeded
			12

# WIA Annual Report Data

State Name: WV

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Region 7 Workforce Investment Board	Total Participants Served	Adults	103
		Dislocated Workers	165
		Older Youth	14
		Younger Youth	103
	Total Exiters	Adults	45
		Dislocated Workers	78
		Older Youth	3
		Younger Youth	15

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	69.6
	Employers	69	86.7
Entered Employment Rate	Adults	67.5	73.1
	Dislocated Workers	75	91.5
	Older Youth	61	100
Retention Rate	Adults	82	87.9
	Dislocated Workers	88	92.6
	Older Youth	78	100
	Younger Youth	56	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,513.56
	Dislocated Workers	98	84.6
	Older Youth (\$)	2,361	6,692
Credential / Diploma Rate	Adults	66	77.8
	Dislocated Workers	64	86.4
	Older Youth	54	66.7
	Younger Youth	58	16.7
Skill Attainment Rate	Younger Youth	75	66.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	3
			Exceeded
			13